



Ledrah Fatima Statie

Personal Information

Name: Ledrah Fatima Statie
Sex: Female
Nationality: Dutch
Country of Residence: Curacao
Civil Status: Single

Career Accomplishments

- 15 Years of Progressive Hospitality Experience
- 10 Years of Progressive Rooms Leadership Experience
- Successfully structured and recruited rooms division team members during pre-opening
- Security & Safety Leadership Experience
- Introduction of new departmental training programs
- Launching of new uniform programs for hotels
- Implementation of new housekeeping services
- Creation and setting up of security and safety policies
- Lead total quality management efforts
- Setting up new ways of working within the Rooms Division
- Rebranding of Tri-pack / Multi property to one brand property
- 2014 Regional Award Middle East and Africa; as best back of the house leader
- Experience in facilitation of training within hospitality and business environment
- experience in hotel laundry and guest valet

Professional Experience

Head of Safety and Security - Curacao Medical Center
May 2020 - Currently

In charge of the safety and security department of the Curacao Medical Center

- Setting up of work processes
- Setting up safety and security standards for the hospital
- Working and setting up security and safety standards for the department
- Training and development of leadership and staff
- Talent management of leadership and staff
- Work with stakeholders to give adequate support
- Conduct investigations when needed
- Managing Access to all staff in all areas
- Part of the hospital crises team
- Implimentation of standards and procedures
- Creation and implementation of policies

Assistant Director of Rooms - Curacao Marriott Beach Resort
April 2019 - April 2020

4 Diamond Resort

5 F&B Outlets and Bars

2 Ball Rooms

Coordinating all processes during opening of this resort in Curacao, Francised as a Marriott Brand.
All OS&E, recruitment and preparation of the rooms division.

- Setting up on needed OS&E for rooms division
- Ordering of all OS&E for rooms division
- Serve as lead in managing the critical path; following up with all department heads on pending items
- Recruiting of all roles within the rooms division leadership and associates(Front Office, Club lounge, operator, Housekeeping, Loss Prevention and Recreations)
- Coordinating and order of all colaterals for the hotel, for all departments
- Set up brand standards
- Punching of all rooms and public spaces and work with construction for improvement
- Staging of all guest rooms, create reports for construction team
- Staging of all public spaces
- Setting up pre opening trainings for all team members for room division
- Creating SOP's for the deparment
- Creating cleaning schedules for the hotel
- Set up par stocks -amenities, linens and guest supplies
- Review inventories, create par stock
- Training of managers and supervisors

Director of Housekeeping - Gran Hotel Manzana de Gomez Kempinski La Habana

April 2018 - December 2018

First 5 star luxury hotel in Havana and the first Kempinski Hotel in Americas

246 Guest Rooms

6 F&B Outlets and Bars

3 Meeting spaces

Leading the housekeeping team at the very first 5 star luxury hotel in Havana by Kempinski Hotels.

Post opening role.

Together with the housekeeping team implementing Kempinski standards and bringing the distinctive brand culture that Kempinski Hotels has to offer.

- Facilitate trainings based on the brand standards
- Work with the team on all arrivals
- Take care of VIP arrival and in house
- Leading quality assurance - housekeeping
- Daily inspections of public areas and floors
- Leading preventative maintenance initiative
- Training of all team members
- Hiring of staff
- Developing talents within the department (Supervisors, Coordinators)
- Responsible of the laundry operations
- Participate in pre arrival meeting with lady in red and reception to plan all arrivals
- Ensure cleanliness of all public areas
- Ensure cleanliness of all Food and Beverage areas
- Leading brand initiative for rooms area
- Managing the housekeeping budget
- Participate in hotel management meetings
- Implementation of all Kempinski SOP's
- Create department training based on SOP's
- Implementation of new ways of working
- Managing of valet

Business Development Wiz - D&I Business Support

April 2017 - April 2018

Leading all business development efforts for the company and between all streams.

D&I Business support services is a business reshaping company that supports organization on different areas; marketing and communication, human capital development, leadership and culture and design.

Position takes care of the following;

- Sourcing new leads in Curacao, Bonaire and Aruba
- Sales calls
- First contact with new potential clients
- Contacting cold leads, old accounts
- Organizing sales trips
- Coordination of logistics for events
- Support CEO
- Facilitate customer related trainings
- Facilitate team buildings activities
- Overall coordination of the office

Director of Housekeeping–Marriott Marquis City Center Doha

September 2013– October 2016

The Largest Hotel in size in the State of Qatar;

580 Bedrooms

10 F&B Outlets

11 Meeting Spaces

Complete Rebranding of the Renaissance, Courtyard by Marriott and Marriott Executive Apartment into the Marriott Marquis City Center Doha
Room Cleanliness score within top 5 within the region
Brand Standard Audit Scores of 98% in 2013 for the Renaissance Brand and 97% in 2015 for the Consolidated Marriott Brand

- Ensure that the Marriott Vision and Mission is being lived within the department
- Promote the Marriott Brand Culture within the department in order for the associates to take care of the customers in order to exceed customers' expectations
- Incorporated guest satisfaction as a component of departmental meetings with a focus on continuous improvement.
- Lead total quality management efforts for the housekeeping department
- Complete hiring process for supervisors, managers and hourly associates with the appropriate skills to meet the business needs of the operation.
- Managed associate progressive discipline procedures for areas of responsibility.
- Managed the hotel room cost and achieve housekeeping cost to be below budget
- Manage inventories stock and ensured adequate supplies.
- Specify and prototype tools to increase editorial efficiently in the workplace, and work directly with writing teams to develop customer-focused content.
- Lead successfully rooms division efforts to positively impact the arrival experience of the hotel
- Manage of the Valet laundry for guest laundry
- Leading the hotel styling; incorporating Marriott Standard for botanicals in the hotel public spaces and the sensory program
- Hotel uniform program (Rooms Division, Food and Beverage and other back of the house department of the hotel)
- Ensure cleanliness of all Food and Beverage Outlets
- Ensure cleanliness of all meeting rooms and Ballroom

Certificates – Trainings

- Foundation of Leadership
- 7 Habits of Highly Effective People
- Foundation of Cleaning
- Dynamic Teams
- 5 choices of extraordinary productivity
- Impact Leadership
- Crucial conversation
- Executive presentation skills
- Training for on property programs
- Effective training skills

Assistant Executive Housekeeper–Intercontinental Hotel Abu Dhabi July 2011– August 2013

**390 Bedrooms
9 F&B Outlets
25 Meeting Rooms**

Leading the day to day operations of the housekeeping department under guidance of the Executive Housekeeper. Introduction of the "ladies floor" with tailor made services and special amenities for today's ladies travelers. Relaunch of I clean program in the housekeeping department. Two years in a row outstanding BSA results of 98% (2013) and 92%*2012) for cleanliness.

- Daily Inspections of public area and restaurants and club lounge area
- Inspection and preparations of VIP arrival rooms
- Quality inspections of guest rooms
- Conducting Self Audit
- Assisting with budgeting and planning
- Coordination of the I Clean program
- Coordination of I Fix program together with engineering
- Planning of periodical cleaning for the public area
- Coordinating of the Lost and found
- Scheduling of the staff
- Recruitment and training of new staff
- Participating in the hotel MOD Shifts
- Support the laundry department
- Taken care of two new uniforms programs

Head of Housekeeping – Curacao Renaissance Hotel and Casino May 2009– July 2011

**237 Bedrooms
4 F&B Outlets
3 Meeting Rooms**

Leading and organizing the housekeeping department at the newly opened

Curacao Renaissance Hotel and Casino. Completed the Renaissance rebranding in the public spaces. Introducing of new services; e.g. Turndown service and also new training programs for the team which lead to great BSA results for the hotel

- Participation in the rooms budget
- Styling of public spaces of the hotel
- Planning of periodical cleaning for the public area
- Overall cleaning of the Mall and Casino of the Hotel
- Introducing of new uniform program according to brand specifications
- Conduct hotel Quarterly self-audit
- Quality inspections of guest rooms
- Introducing of new training program for the department with certification system
- Introducing of a new tailor made turndown program
- Launching of Lost and Found procedure
- Recruitment and training of new staff
- Participating in the hotel MOD Shifts

‘Education

- BSc Business Administration– University of the Netherlands Antilles, Willemstad, Curacao
Graduated in 2010
- Tourism Management Certification - Florida International University, Miami Florida
Completed 2008

Languages

- Dutch
- English
- Spanish
- Papiamentu

All fluent

References Upon request